



QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

Applicable for

W91B4N-08-Q-0190
Mail Transport

23 Aug 2008

1. PURPOSE

- 1.1 This Quality Assurance Surveillance Plan (QASP) is a Government developed and applied document used to make sure that systematic quality assurance methods are used in the administration of this contract. The intent is to ensure the Contractor performs in accordance with standards set forth in the contract documents, that the Government receives the quality of services called for in the contract and that the Government only pays for the acceptable level of services received. The amount of surveillance required should be the **minimum** amount necessary to ensure conformance with contract requirements. This QASP is a living document and should be updating accordingly throughout the life of the contract.
- 1.2 This plan uses **100% inspection** to evaluate the services the Contractor is required to furnish. This surveillance assures the Government that the Contractor's performance is acceptable.
- 1.3 The methods of surveillance recognize that unforeseen and uncontrollable problems and issues do occur. The Contracting Officer's Representatives (COR) are expected to be objective, fair, and consistent in evaluating Contractor performance against the standards.
- 1.4 Effective management and use of a contractor generated **quality control program** will allow the Contractor to operate within the specified surveillance requirements.

2. **AUTHORITY.** Authority for issuance of this QASP is provided under FAR 52.212-4 "*Contract Terms and Conditions -- Commercial Items*", which provides for inspections and acceptance of the articles, services, and documentation called for in this contract to be accomplished by the Contracting Officer or his duly authorized representative.
3. **SCOPE.** To fully understand the roles and the responsibilities of the parties, it is important to first define the distinction in terminology between the Quality Control Program and the Quality Assurance Surveillance Plan. The Contractor, and not the Government, is responsible for management and quality control actions necessary to meet the quality standards set forth by the contract. The Contractor develops a Quality Control Program (QCP) in compliance with his contract deliverables. The Contractor then uses the QCP to guide and to rigorously document the implementation of the required management and quality control actions to achieve the specified results. The QASP on the other hand, is put in place to provide Government *surveillance* oversight of the Contractor's quality control efforts to *assure* they are timely, effective and are delivering the results specified in the contract. The QASP is not a part of the contract nor is it intended to duplicate the Contractor's QCP. The Government may provide the Contractor an information copy of the QASP as an Attachment to the solicitation to support the Contractor's efforts in developing a QCP that will interrelate with the Government's QASP.
4. **GOVERNMENT RESOURCES.** The following definitions for Government resources are applicable to this plan:
 - 4.1 **Contracting Officer.** A person duly appointed with the authority to enter into, administer, or terminate contracts and make related determinations and findings on behalf of the Government.
 - 4.2 **Contracting Officer Representative (COR).** An individual designated in writing by the Contracting Officer to act as his authorized representative to assist in administering a contract. The source and authority for a COR is the Contracting Officer. COR limitations are contained in the written letter of designation.
5. **RESPONSIBILITIES.** The Government resources shall have responsibilities for the implementation of this QASP as follows:
 - 5.1 **Contracting Officer.** The Contracting Officer ensures performance of all necessary actions for effective contracting, ensures compliance with the terms of the contract, and safeguards the interests of the United States in the contractual relationship. It is the Contracting Officer that assures the Contractor receives

impartial, fair, and equitable treatment under the contract. The Contracting Officer is ultimately responsible for the final determination of the adequacy of the Contractor's performance

- 5.2 **Contracting Officer Representative (COR).** The COR is responsible for technical administration of the project and assures proper Government surveillance of the Contractor's performance. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf. Any changes that the Contractor deems may affect contract, price, terms, or conditions shall be referred to the Contracting Officer for action.

6. **METHODS OF QA SURVEILLANCE.** The method of surveillance used for the administration of this QASP is **100 % Inspection** and **Customer Complaint**.

- 6.1 **100% Inspection** – 100% Inspection is an evaluation method that requires complete inspection of a quantity of work by the COR. 100% Inspections will involve work performed for the specific surveillance period; month, quarter, or year or on an "as required" basis. 100% Inspection is used when the service is considered critical and/or the quantity of work is relatively small.

- 6.2 **Customer Feedback** – Customer feedback may be obtained either from the results of formal customer satisfaction surveys or from random customer complaints. Customer complaints, to be considered valid, must set forth clearly and in writing the detailed nature of the complaint, must be signed and must be forwarded to the COR. The COR shall maintain a summary log of all formally received customer complaints as well as a copy of each complaint in a documentation file. The COR shall also keep the tabulated results of all customer satisfaction surveys on file and shall enter the summary results into the Surveillance Activity Checklist.

7. **IDENTIFIED COR SURVEILLANCE TASKS.** The following performance requirements are identified within Section 3 of the Statement of Work and are to be monitored under this QASP.

Performance Requirements Matrix – Performance Standards				
SOW Task	Metric Type	Performance Standard	Performance Indicator	Surveillance Method
Para 3.1, 3.4, and 3.5	Efficiency	Schedule and perform all missions	99% of mission completed as scheduled	100% Inspection
Para 3.3, 3.6, 3.10, 4.3, and 4.4	Efficiency	Execute procedures to ensure mail arrives destination without loss, theft or damage	100% of missions will maintain proper security and protection of mail.	100% Inspection and Customer Complaint
Para 3.7, 3.9 and 4.2	Efficiency	Maintain accurate records	100% of records inspected	100% Inspection

8. **DOCUMENTATION.** The COR will, in addition to providing documentation to the Contracting Officer, maintain a complete Quality Assurance file. The file will contain copies of all reports, evaluations, recommendations, and any actions related to the Government's performance of the quality assurance function, including the originals of all Surveillance Activity Checklists. All such records will be retained for the life of this contract. The COR shall forward these records to the Contracting Officer at termination or completion of the contract.

9. UNACCEPTABLE PERFORMANCE.

- 9.1 When performance is deemed unacceptable, the COR will so inform the Contractor's on-site representative, or one of the Contractor managers. Disputes should be referred to the Contracting Officer for resolution.
- 9.2 If any services do not conform to contract requirements, the Government may require the Contractor to re-perform the services to conform with contract requirements at no increased cost to the government. When sub-par performance cannot be corrected by re-performance, the Government may:
 - 9.2.1 Require the contractor to take action necessary to ensure future performance conforms to contract requirements.
 - 9.2.2 By separate contract or otherwise, perform the services and charge to the Contractor any cost incurred by the Government that is directly related to the performance of such service or:
 - 9.2.3 Initiate termination procedures